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ACCESS SERVICES TARIFF

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E9. BELLSOUTH DIRECTORY ASSISTANCE ACCESS SERVICE

E9.1 General Description

E9.1.1 Provision of Service

- A. The Company will provide automated *BellSouth Directory Assistance Access* service to a customer from automated *BellSouth Directory Assistance Access* service locations. (C)
- B. Automated *BellSouth Directory Assistance Access* service provides: (1) automated *BellSouth Directory Assistance Access* service to *BellSouth Directory Assistance Access* service locations; (2) the use of *BellSouth Directory Assistance Access* equipment; and (3) the use of *BellSouth Directory Assistance Access* when required to provide telephone numbers or a report that a number is non-published. (C)

E9.2 Undertaking of the Company

E9.2.1 Number Provision

- A. Automated *Directory Assistance*, when furnished a city, state and name will provide or attempt to provide the telephone number listed in the Company *Directory Assistance* records associated with the name given at the rates and charges as set forth in Section E9.5. The Company's contact with the customer's end user shall be limited to that effort necessary to process a customer's end user's request for a telephone number. The Company will not transfer, forward or redial a customer's end user call to any other location for any purpose other than provision of automated *BellSouth Directory Assistance Access* service. (C)
- B. A maximum of three (3) requests for telephone numbers will be accepted per call to the automated *BellSouth Directory Assistance Access* service. (C)
- C. A telephone number which is not listed in automated *BellSouth Directory Assistance Access* service records will not be available to the customer's end user. (C)

E9.2.2 Access Locations and Call Transport

- A. The Company will specify the *BellSouth Directory Assistance Access* service location which provides the automated *BellSouth Directory Assistance Access* service for each Numbering Plan Area Code (NPA). The *BellSouth Directory Assistance Access* service locations are as shown in National Exchange Carrier Association, Inc. Tariff FCC No. 4. (C)
When it becomes necessary, as determined by the Company, to change a *BellSouth Directory Assistance Access* service location, the Company will notify the involved customer six months prior to the change. For such changes, the regulations as set forth in Section E2.1.7 apply. (T)
- B. Automated *BellSouth Directory Assistance Access* service will be provided between the customer premises and the *BellSouth Directory Assistance Access* service location by the Company at rates and charges as set forth in Section E9.5, and as follows: (C)
When the access tandem switch is appropriately equipped for *BellSouth Directory Assistance* measurement, the Company will route all automated *Directory Assistance* traffic to the *BellSouth Directory Assistance Access* location for completion over the customer's *BellSouth SWA* provided from the access tandem. Additionally, as set forth in Section 6 of Tariff FCC No. 1, and in Sections E9.2.2 (B) (1) and E9.2.2 (B) (3), direct connections to automated *BellSouth Directory Assistance* service may be required. If a customer delivers An automated *BellSouth Directory Assistance Access* call to the Company, the Company will complete the call at charges as set forth in Section E9.5. (C)
1. General (T)
a. Each automated *BellSouth Directory Assistance Access* service will consist of the following: (C)
(1) An Interface Group equipped with an available Premises Interface Code at the customer's premises.
(2) Directory Transport between the premises of the ordering customer and the *BellSouth Directory Assistance Access* service location. (T)

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E9. BELLSOUTH DIRECTORY ASSISTANCE ACCESS SERVICE**E9.2 Undertaking of the Company (Cont'd)****E9.2.2 Access Locations and Call Transport (Cont'd)****B. (Cont'd)****6. Transmission Specifications (Cont'd)**

Automated BellSouth Directory Assistance Access service is provided with either Type A, B or C Transmission Specifications. The specifications associated with these parameters are guaranteed to the *BellSouth Directory Assistance* service location, whether routed directly or via an access tandem. Type C Transmission Specification is provided with Interface Group 1 when routed directly to a *BellSouth Directory Assistance* service location. Type B Transmission Specification is provided with Interface Groups 2, 6 and 9 when routed directly to a *BellSouth Directory Assistance* service location. Type A Transmission Specification is provided with Interface Groups 2, 6 and 9 when routed via an access tandem. (C)

When automated *BellSouth Directory Assistance* Access service is provided with *BellSouth SWA FGD* or *BellSouth SWA TSBSA 3* Switched Access service, Type A Transmission Specification is provided. When automated *BellSouth Directory Assistance* Access service is provided with *BellSouth SWA FGB* or *BellSouth SWA TSBSA 1* Switched Access service, Type B Transmission Specification is provided for Interface Groups 2, 6 and 9 and Type C Transmission Specification is provided for Interface Group 1. When automated *BellSouth Directory Assistance* Access service is provided with *BellSouth SWA FGC* or *BellSouth SWA TSBSA 2* Switched Access service, Type B Transmission Specification is provided. (C)

Type A, B and C Transmission Specifications are set forth in Section E6.4.1. (T)

7. Acceptance Testing and Testing Capabilities

The acceptance testing and testing capabilities for automated *BellSouth Directory Assistance* Access service traffic routed through an access tandem are the same as those for the associated *BellSouth SWA FGB*, *BellSouth SWA FGD* or *TSBSA* end office switching. The acceptance testing for automated *BellSouth Directory Assistance* Access service traffic routed directly to or routed in a separate trunk group through an access tandem to the *BellSouth Directory Assistance* service location, will be as set forth in Section 6 of Tariff FCC No. 1. The testing capabilities for automated *BellSouth Directory Assistance* Access service traffic routed directly to or routed in a separate trunk group through an access tandem to the *BellSouth Directory Assistance* service location will be as set forth for cooperative scheduled testing or manual scheduled testing in Section E13. (C)

C. Trunk-side switching is provided at the *BellSouth Directory Assistance* Access service location. The *BellSouth Directory Assistance* Access service location will provide trunk answer and disconnect supervisory signaling. (C)

D. The Company will distribute the calls received over the *BellSouth Directory Assistance* Access Services to the automated *BellSouth Directory Assistance* service using the *BellSouth Directory Assistance* access service location access equipment. (C)

E. In the event that the telephone number is unavailable to the automated *BellSouth Directory Assistance*, no credit applies for the charge for the call. When the *BellSouth Directory Assistance* service location or *BellSouth Directory Assistance* equipment or terminals are out of service due to a Company equipment failure, or an incorrect number is provided, a credit as set forth in Section E9.4.1 will apply. (C)

F. *BellSouth Directory Assistance* Access may be provided at the option of the customer for interstate and intrastate communications. When the customer requests such mixed access, the intrastate *BellSouth Directory Assistance* Access service charges will be determined by the Company using data furnished by the customer as set forth in Section E2.3.10. (C)

E9.3 Obligations of the Customer**E9.3.1 Ordering Requirements**

A. The customer shall order the capacity and interface type of automated *BellSouth Directory Assistance* Access service it needs except when provided over existing *BellSouth SWA FGA*, *BellSouth SWA FGB*, *BellSouth SWA FGD*, *BellSouth SWA LSBSA* or *BellSouth SWA TSBSA* Transport facilities, as specified in Section E9.2.2. (C)

B. The customer facilities at the premises of the ordering customer shall provide the necessary on-hook and off-hook supervision. (T)

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E9. BELLSOUTH DIRECTORY ASSISTANCE ACCESS SERVICE**E9.3 Obligations of the Customer (Cont'd)****E9.3.1 Ordering Requirements (Cont'd)**

- C. When requested by the Company, the customer shall order a separate trunk group for automated *BellSouth Directory Assistance Access* service for each NPA. The conditions when the customer will be requested to order separate trunk groups for each NPA are set forth in Section E9.2.2. (C)
 (T)

E9.3.2 End User Requirements

- A. When the customer bills its end users, the customer shall be responsible for all contacts and arrangements with its end users concerning the provision and maintenance of automated *BellSouth Directory Assistance Access* service, and the billing and collecting of charges for automated *BellSouth Directory Assistance Access* service furnished to its end users. When the Company bills the customer's end users at the request of the customer, contacts and arrangements with customer's end users concerning the billing and collecting of charges will be as set forth in Section E8.2. (C)
 (C)
 (T)
- B. The customer understands that automated *BellSouth Directory Assistance Access* service will respond to three (3) telephone number requests per call and will not transfer, forward or redial the call to another location for any purpose other than the provision of automated *BellSouth Directory Assistance Access* service. (C)

E9.4 Payment Arrangements**E9.4.1 Credit Allowance for BellSouth Directory Assistance Access Service**

- A. When the *BellSouth Directory Assistance Access* service location or *BellSouth Directory Assistance Access* equipment or terminals are out of service due to a Company equipment failure or an incorrect number is provided and a customer call has been connected to an automated *BellSouth Directory Assistance Access* a credit allowance equal to the amounts charged for automated *BellSouth Directory Assistance Access* service Call as set forth in Section E9.5 will apply. (C)
 (C)
 (C)
- B. In addition to the credit as set forth in Section E9.4.A, when a *BellSouth Directory Assistance Access* service or *BellSouth Directory Assistance Access* equipment provides an incorrect number for a call and the customer reports such occurrences to the Company, a credit allowance for such automated *BellSouth Directory Assistance Access* call will apply. When the customer reports such a call and the number requested, the number provided and the reason the number provided is incorrect, the number of calls for which a credit will apply will be developed by the Company in cooperation with the customer. The credit allowance is equal to the amounts charged for automated *BellSouth Directory Assistance Access* service call as set forth in Section E9.5.3. (C)
 (C)
 (T)
- C. When an automated *BellSouth Directory Assistance Access* call is not completed due to the failure of automated *BellSouth Directory Assistance Access* service to *BellSouth Directory Assistance Access* locations, *BellSouth Directory Assistance Access* equipment or *BellSouth Directory Assistance Access* activities, a credit allowance for the *BellSouth SWA* service portion in the originating LATA of such automated *BellSouth Directory Assistance Access* call will apply. When the customer reports such a call and dialed, time of the call and the date of the call, the number of calls for which a credit will apply will be developed by the Company in cooperation with the customer. The credit allowance is equal to the amounts charged for automated *BellSouth Directory Assistance Access* service call as set forth in Section E9.5.3. (C)
 (C)
 (C)
 (C)
 (C)
 (T)

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E9. BELLSOUTH DIRECTORY ASSISTANCE ACCESS SERVICE**E9.4 Payment Arrangements (Cont'd)****E9.4.4 Cancellation of a Special Order**

- A. When a customer cancels a Special Order for automated *BellSouth Directory Assistance* Access service after the order date but prior to the start of service, the appropriate charges as set forth in Section E5 for *BellSouth SWA* services apply for automated *BellSouth Directory Assistance* Access service cancelled. (C)
(T)
(C)

E9.4.5 Changes to Special Orders

When a customer requests changes to a pending order for automated *BellSouth Directory Assistance* Access service, such changes will be undertaken if they can be accommodated by the Company. The appropriate charges as set forth in Section E5, for *BellSouth SWA* services apply for the automated *BellSouth Directory Assistance* Access service changed. (C)
(T)
(C)

E9.4.6 Moves

A move involves a change in the physical location of the point of termination at the customer premises or of the customer premises. Moves will be treated as set forth in Section 6 of F.C.C. Tariff No. 1 and all associated nonrecurring charges will apply. Minimum period requirements will be established at the new location as set forth in Section 6 of F.C.C. Tariff No. 1. The customer will also remain responsible for satisfying all outstanding minimum period charges for the discontinued service. (T)
(T)

E9.4.7 BellSouth Directory Assistance Access Service Rearrangements

Nonrecurring charges apply for service rearrangements, set for in Section 6 of F.C.C. Tariff No. 1. The service Rearrangement Charges are as set forth in Section 6 of F.C.C. Tariff No. 1 for the type of change provided by the Company. (T)
(T)

E9.5 Rate Regulations and Charges**E9.5.1 Rate Regulations**

- A. The *BellSouth Directory Assistance* Access service call charge, as set forth in Section E9.5.2, applies for each call to automated *BellSouth Directory Assistance* Access service. An automated *BellSouth Directory Assistance Access* service call occurs when a customer is connected to *BellSouth Directory Assistance Access System*. No charge applies if automated calls will be accumulated by Company measuring equipment. A credit for the provision of an incorrect telephone number will be applied as set forth in Section E9.4.1. (C)
(C)
(C)
(T)
- B. The mileage for Directory Transport will be measured as set forth in Section 6 of F.C.C. Tariff No. 1. Title Page notwithstanding, these two wire centers may be in different LATAs. (T)
- C. The charges for Directory Transport, are as set forth in Section E9.5.2. (T)

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E9. BELLSOUTH DIRECTORY ASSISTANCE ACCESS SERVICE

E9.5 Rate Regulations and Charges (Cont'd)

E9.5.2 Rate Categories

- A. There are three (3) rate categories which apply to BellSouth Directory Assistance Access Service:
 - Directory Transport
 - BellSouth Directory Assistance Access Service Call
 - BellSouth Directory Assistance Access Interconnection

Additionally, nonrecurring charges may be applicable as specified in E9.5.3 following.

1. Directory Transport
 The Directory Transport rate category provides for the transport facilities and termination between the Customers premises and the automated BellSouth Directory Assistance Access location. These rate elements are defined in Section E9.2.2. (C)
2. BellSouth Directory Assistance Access Service Call
 The automated BellSouth Directory Assistance Access Service Call rate category provides for the use of the Company automated BellSouth Directory Assistance Access and automated BellSouth Directory Assistance Access equipment. (C)
3. BellSouth Directory Assistance Access Interconnection
 The BellSouth Directory Assistance Access Interconnection rate category provides for switching capability and network functions not assigned to other BellSouth Directory Assistance Access Service rate categories. This charge is assessed to all customers and is applied on a per automated BellSouth Directory Assistance Access call basis. (C)

E9.5.3 Rates and Charges

- A. Rates and charges for BellSouth Directory Assistance Access Service are set forth following
 1. BellSouth Directory Assistance Access Service call

	Rate	USOC
(a) Each	\$.30	NA
2. Directory Transport		
(a) Switched Local Channel ¹	-	NA
(b) BellSouth SWA Dedicated Transport ¹	-	NA
(c) BellSouth SWA Common Transport per BellSouth Directory Assistance Access Service Call	.000120	NA
(d) BellSouth SWA Common Transport per BellSouth Directory Assistance Access Service Call Mile	.000013	NA
(e) Access Tandem Switching per BellSouth Directory Assistance Access Service Call	.000247	NA
(f) BellSouth Directory Assistance Interconnection per BellSouth Directory Assistance Access Service Call	.000000	NA
(g) DS3 to DS1 Multiplexer per DA Access Service Call	.000129	NA
(h) Installation ²	-	NA

Note 1: Nonrecurring and monthly rates are as specified for BellSouth SWA Transport in Section E6.8.1 of this Tariff. (T)

Note 2: Nonrecurring rates are as specified for BellSouth SWA Transport in Section E6.8.1 of this Tariff. (T)